

**Frequently Asked Questions - MHSIP Survey  
Fall 2015**

**Who is Included?**

**1. Are all LACDMH consumers included in the MHSIP Survey?**

Consumers that receive face-to-face services in an outpatient clinic setting from the randomly selected providers are included in the administration of the MHSIP survey. Short/Doyle Medi-Cal Providers not selected can administer the survey if they choose to do so as well.

**2. Are FSP and FCCS consumers included in the MHSIP Survey?**

Yes, but only if they receive face-to-face services in an outpatient clinic the week of the survey. If they receive their service out in the field, they are not included.

**3. Who completes the Youth Services Survey – Family (YSS-F) Form?**

A family member/caregiver of a consumer ages 0-17 years can complete the YSS-F. However, no staff (group home, babysitter, etc.) should complete the survey on the behalf of a consumer or a child.

**4. Can a Foster Parent complete the survey?**

Yes. A Foster Parent can complete the YSS-F (family) survey on behalf of a consumer age 0-17 years old.

**5. Can one survey be completed by a parent who brings more than one child in for services?**

Yes, a family member should complete only one survey (YSS-F) per family. Additionally, if the consumer is between the ages of 13-17, he/she may also complete a YSS survey.

**6. All our treatment is field based. Do we still administer the survey?**

No. Please let your SA QIC Chair know if this is the case.

**7. If a client was opened recently (within the last couple weeks), should we include them in the survey?**

No.

**8. If a consumer receives multiple services, does he/she complete a survey for each service?**

No. A consumer should complete only one survey per agency/clinic regardless of the number and types of services received.

**9. Can clients who receive services from a wellness center clinician complete a survey?**

Yes.

### **How do we complete the surveys?**

**10. When do I complete a “Reason” code?**

If a consumer/caregiver refuses or cannot complete the survey, please complete the “Reason” section. The choices are “Refused” (Ref); “Impairment” (Imp); “Language not available” (Lan); and “Other Reason” (Oth). **Please also include the date and SA Provider #. No demographic info is needed.**

**11. Can there be more than one response for the reason a survey is not completed?**

Yes, there may be multiple responses for why the survey was not completed.

**12. Which survey should a TAY consumer (16-25 years of age) complete?**

If the consumer is 18 years or older, they should complete the Adult Survey. Consumers between the ages of 13 -17 should complete the YSS (Youth Services Survey).

**13. Can I photocopy the survey?**

No. Please DO NOT PHOTOCOPY forms. Photocopies cannot be scanned into the data system. **You may print the surveys double-sided.**

**14. Can I print out only page 4 of the survey for those who refuse to complete?**

Yes.

**15. Can staff assist clients to complete the survey?**

Yes, as long as it is not their clinician or anyone providing direct services to them.

### **When & Where do we Return the Surveys and what about the results?**

**16. What are the timelines for returning the completed surveys?**

Each SA QIC Chair is setting his/her own deadline for when they want the surveys and tally sheets back from providers. Please check with your SA QIC Chair.

**17. Where should the Service Area Liaison return the completed surveys?**

Service Area Liaisons should return completed surveys to the Quality Improvement Division, Program Support Bureau, LA County Department of Mental Health at 695 S. Vermont Ave. Suite 500, Los Angeles, CA 90005 no later than Thursday, December 3, 2015.

**18. Will survey results be made available for providers?**

Yes. Survey data grouped by Legal Entity and Provider Number will be made available to the SA Liaisons.